

Team Georgia. Service in Action.



Team Georgia's Roadmap to Success.



Start with the Customer

- Ask customers what they want
- Look at your agency from the customer's point of view
- Act on customer feedback



"The Art of Exceptional Customer Service" Training Program

- Shared standards of service
- Helpful, courteous, accessible, responsive, knowledgeable



Keeping Score

- Call Center Key Performance Indicators
- Customer Service Quality Index
- Employee Workplace Satisfaction Survey



Continuous Improvement

- Be recognized as the best managed state
- Have the best customer service of any state in the nation
- Be known as a great place to work



Employee-Led Process Improvement

- Reduce wait time for Georgians
- Empower employees to make change
- Call Center Improvement Process
- Rapid Process Improvement



Consistent Communications

- Share our success stories statewide
- team.georgia.gov



Celebrating Success

- Team Georgia Customer Service Recognition Program
- Agency Rewards and Recognition Programs



Customer Service Champions

- Lead the way to better service
- Call Center Solutions Team
- RPI Champions



Connecting People to People

- One number to call
- KnowledgeBase link to state services
- State Contact Center Solution



Customer Service Improvement Plans

- Annual action plans unique to each agency
- Measure progress toward goals

FASTER. FRIENDLIER. EASIER.